

PERFORMANCE IMPROVEMENT PLAN

(This plan is in response to the letter from the U.S. Department of Labor, dated May 7, 2003, sanctioning the State of Missouri.)

The State of Missouri was assessed a U.S. Department of Labor (DOL) Final Determination of financial sanctions, for failure to meet the Older Youth Earnings Change rate in Program Years (PY) 2000 and 2001. Missouri has shown significant improvement in this rate for 2001, just missing the 80 percent level by less than one percentage point. Prior to the Determination, Missouri had already implemented strategies to increase performance for this measure, and will further address these issues in this Performance Improvement Plan.

Changes to Program Goals

The Division of Workforce Development (DWD) has renegotiated with DOL a reduced Older Youth Earnings Change rate for PY 2002. In addition, DWD has negotiated rates for PY 2003 and PY 2004, that are consistent with the PY 2002 level. The rates are:

- PY 2002 reduced from \$2,900 to \$2,249.
- PY 2003 set at \$2,340.
- PY 2004 set at \$2,457.

These lower rates are more realistic goals, and will assist the State of Missouri in meeting and/or exceeding this particular Youth measure.

Design, Management and/or Administration Remedies

DWD is emphasizing the importance of the Local Youth Councils to the Local Workforce Investment Boards (WIB). In order to maintain a current database of Local Youth Council members, DWD has asked for updated membership lists from each WIB.

In addition, DWD has sanctioned financially those local workforce investment regions that failed to meet the state-negotiated levels of performance for PY 2000 and PY 2001. As part of this sanctions process, these regions are required to submit a local plan modification to revise strategies to meet performance goals. The modification must address any deficiencies in program design and service strategies that have inhibited performance, including reporting problems and any technical assistance needed.

These regions are also required to evaluate their current service providers of the sanctioned program areas. The service providers are required to submit a response analyzing the possible indicators of under-performance in those measures, and a corrective action plan. This local information will then be analyzed by DWD staff in the Central Office for any additional recommendation for program strategies and/or design.

Technical Assistance to Improve Program Services

DWD's Continuous Improvement Review (CIR) team has been providing further involvement in identifying technical assistance needs for each local Workforce Investment Region. Prior to each review, the CIR team meets with the DWD staff from the Adult, Dislocated Worker and Youth Programs, as well as the Planning and Research, to review the most current performance data and discuss any operational concerns. This meeting provides the CIR team with any program areas that may need more in-depth monitoring/evaluation.

Prior to and during the CIR, the team reviews both electronic and paper files, particularly those files affecting the region's performance measures. The CIR team then discusses any concerns with the local WIB, shares best practices from other regions that could assist them in improving their performance, and assists the region in developing corrective action strategies.

DWD will also provide Technical Assistance Training (TAT) workshops for those regions with low performance. The workshop trainers will include staff from successful regions meeting performance, as well as professional trainers. These workshops will address the particular performance concerns of those regions and require front line staff of the local Program Operator to attend.

Continued Monitoring by the Regional DOL Office

The Regional DOL Office will provide continued monitoring of Youth Program operations and will be available to provide technical assistance, as needed. As part of this assistance, DOL will continue to support TAT initiatives for the State (see the attached TAT plan).

TECHNICAL ASSISTANCE TRAINING PLAN

Attachment 29

ISSUES	TARGET AUDIENCE	APPROACH/SOLUTION	ESTIMATED COST	FUNDING SOURCE	TIME FRAME
Earnings Change – Adult & Youth	<ul style="list-style-type: none"> Frontline Staff (WIA) – 120 DWD Staff – 10 	1) 1 day training session 2) 1 day training session (Regions – Best Practices) 3) Governor’s Conference (Professional)	1) \$6,112 2) \$8,612 3) \$6,916	1) SPR 2) DWD 3) TAT Funds	1) Prior to June 30 2) Prior to June 30 3) October 2003
Retention – Adult, Dislocated Worker & Youth	Frontline Staff	1) 1 day training session * 2) Governor’s Conference (Professional)	3) \$2,662 4) \$6,916	1) SPR 2) TAT Funds	1) Prior to June 30 2) October 2003
Cost Allocation	One-Stop Operators	1) 1 day training session*	1) \$2,662	1) <u>SPR</u>	1) Prior to June 30
Youth Council Training	<ul style="list-style-type: none"> Youth Council Members WIB Members Youth Service Providers 	1) Roundtables @ Heartland 2) Toolkit – 1 day trng session * 3) Performance Measures *	1) \$4,416 2) \$5,162 3) \$5,162	1) TAT Funds 2) TAT Funds 3) TAT Funds	1) April 2003 2) Prior to June 30 3) Prior to June 30
Resource Mapping	Frontline Staff	1) 1 day training session * 2) Governor’s Conference (Professional)	1) \$5,162 2) \$6,916	1) TAT Funds 2) TAT Funds	1) Prior to June 30 2) October 2003
Service Integration – WIA & WP	Frontline Staff	1) 1 day training session* 2) Governor’s Conference (Professional)	1) \$5,162 2) \$6,916	1) TAT Funds 2) TAT Funds	1) Prior to June 30 2) October 2003
One-Stop Benchmarking	One-Stop Operators Central Office Staff	1) 1 day training session (Professional)*	1) \$5,162	1) TAT Funds	1) Prior to June 30

*Estimate 50 attendees